

December 2015

The Eugene Police Department received 38 commendations from citizens in December, 2015. Below is a sample of those commendations.

A member of the public commended an officer for their service when the citizen had reported an incident involving harassment. The officer responded to the incident and took the initial report from the person, and the person felt that the officer "made a lot of effort to make sure things were straightened out". The citizen commented, "His service to me was exemplary. His courtesy, kindness and respect I am very grateful for."

Officers were commended by a member of the public for their professionalism and kindness when the person was trying to locate their vehicle. The person had attended a recent Eugene Symphony concert at the Hult Center and upon returning to their vehicle, they noticed that their vehicle was missing. The officer's assisted the citizen in trying to locate the vehicle, which was later determined to have been towed due to recent changes with the street directions and parking in the area. The person commented, "In spite of this confusion, the policemen were unfailingly polite, kind and even sympathetic... I was definitely at fault and I've learned an expensive lesson, but in the meantime I was helped by the wonderful policemen."

A member of the public commended officers for their kindness and understanding during a 'Dispute' call-for-service that officers responded to. The person felt the officers were "good officers" and stated that they were "very pleased" with the handling of the incident and follow-up.

An officer was commended by a member of the public for their assistance during a 'Fall Injury' call-for-service. The person felt that the officer was "very respectful" to their family and "gave some helpful ideas on how to deal with the situation". The person commented, "Even though it was a bad situation, he made it a little bit better."

A member of the public submitted a 'Thank You' card to an officer for their assistance at EPD Headquarters in dealing with questions and concerns the person had. The person commented, "I attempt to deal with anything that arises -- in a no nonsense way. So, it was a pleasure and a joy to find such amenable people--in my rare 'quest' for help."

A member of the public submitted a commendation for an officer regarding their professionalism and calmness when the person was almost involved in a traffic collision with the officer. The person commented, "I just wanted to commend (officer's name), who kept his cool and acted in a fully professional and patient manner, despite the fact that we almost collided due to my "Autzen Confusion" on a game day. If I were in his shoes, having come close to a sedan vs. motorcycle collision, I hope I'd be so professional and calm. (Officer's name) is a fine representative of EPD and should be commended."

Officers received a 'Thank You' card from a member of the public for the assistance the officers provided during a 'Stolen Property' incident. The person and many of their neighbors had been burglarized and had identified the suspects. Once the incident had been reported, the person commented, "They were quick even though the dispatcher said it could be hours. We appreciate

the joint response and cooperation... We along with our neighbors want you to know how grateful we are for the quick and professional response."

A member of the public commended the Eugene Police Department and commented, "You guys and gals do an amazing job and I am so thankful for what you do. I cannot imagine the challenges you face. Thanks for serving us. It is very much appreciated."

The sheriff of a neighboring county submitted a letter of appreciation for EPD detectives that assisted their department in helping solve a high profile homicide case. The sheriff commented, "Your detectives took great interest and they invested themselves in our case, forming an endurable partnership." The sheriff also stated, "We could not have asked for a finer group of outstanding detectives as those working your Violent Crimes Unit to assist us with this investigation."

A member of the public commended the actions of an officer during a 'Missing Person' incident that was reported. The citizen commented, "He was the most wonderful and caring officer that I've ever had the pleasure to work with. He had so much caring for our family that I feel compelled to say how much I appreciate him and all of the extra effort that he gave us. I just want to commend him for being such a wonderful person, not just an officer."

An officer was commended by a member of the public for the positive experience they had during a traffic stop. The person commented, "(Officer's name) pulled me over as my tail lights were burnt out. He was very professional and polite and I really appreciated his kindness. He didn't even ticket me, because I already had the bulbs in my car." The citizen felt that the officer "turned a really stressful situation into a better one".

A member of the public submitted a 'Thank You' card to a detective for a recent interview the detective provided to assist the person on a human trafficking article they were writing. The person commented, "The information you gave me was of great help and I couldn't have written as truthful and powerful a story without it."

## November 2015

The Eugene Police Department received 34 commendations from citizens in November, 2015. Below is a sample of those commendations.

A person commended officers for the Active Shooter/ALICE training they provided to their organization. The person commented, "Your presentation was thoughtful, engaging and even funny, which is really challenging given the subject. Thank you for giving us the skills we would need to survive and an opportunity to think about our actions and our facility!"

An officer was commended for the assistance they received with the changing of a flat tire on I-5. The person was in a position that didn't allow them to change the tire in a safe manner. The person commented, "Eugene Officer (officer's name) stopped behind us with light bar flashing which gave us a distinct feeling of security. He also helped us finish up the lug nut tightening. He went

far beyond the call of duty since he was off-duty and on his way home." The person further stated, "This commendable officer exhibited very professional skills and had a concern for our safety."

A person commended officers for their professionalism and quick response in assisting with a trespasser at a local church. The fellowship had received communications from a mentally unbalanced person making threats that something bad would take place at their congregation. When the subject arrived at the property, officers were notified. They responded within five minutes and provided security for the church until the end of the service. The citizen commented, "I would like to commend all the involved officers for their quick actions. Their response provided an added sense of security... It is a privilege to live in a community where the Police Department and its officers demonstrate such a high level of professionalism and concern for the public they serve."

A Community Service Officer was commended for the contributions they provided to a neighborhood association. The person commending the officer commented, "I'm calling to just express my extreme gratitude for all that you have done for us in the neighborhood. You have been remarkable and have made such a huge difference for us that own property. We're reclaiming our neighborhood. This wouldn't have happened without you and your initiative."

A person commended officers for the compassion they showed during a recent suicide incident. The citizen posted the following comments on Facebook social media, "I just wanted to give special recognition to two officers that responded to a suicide... There were two young officers that stayed and talked to the neighbors and gathered evidence while they waited for the coroner. The part that I was really happy about was when (news agency) showed up to do a story the officers politely turned them away telling the reporter it was a private matter and that he wouldn't give any information about the situation. Much respect to those two young men. They even stepped aside to say hi to my son. Give them a pat on the back."

The Eugene Police Department was commended for their support and efforts in raising money for the Special Olympics. The citizen commented, "You guys are the best. Thank for what you guys do in keeping everybody safe all over Eugene."

An officer was commended for their presentation to a local mental health advisory/alcohol and drug planning committee. The presentation covered behavioral health and its relation to public safety for the community. The person commented, "Thank you not just for helping with this event, but for your excellent leadership..."

An EPD employee was commended for their "help, kindness, and generosity" in assisting with the payment of four new tires on the citizen's automobile when the tires were recently slashed. The citizen was unable to cover the cost of new tires for their car and the insurance would not cover the expense. A local tire company was not able to locate used tires that would suffice, so they placed four new tires on the vehicle at a lower rate for the citizen. The citizen commented, "Thanks to you and (name of local church) paying the entire bill of the tires, I can continue to pick up and deliver food to those in need."

A 9-1-1 Call-Taker was commended for their assistance related to a Call-For-Service regarding a 'Fall Injury' that the citizen was involved in. The person suffered a fractured skull during the event that took place in their apartment, but was very grateful for the callback they received from the call-taker. The citizen commented, "Thank you for the follow-up."

The Eugene Police Department was commended for the steps that were taken to address the community's concerns regarding an incident where a dog was left in a vehicle at a separate location when police took the owner into custody. The citizen commended the department for "paying attention to social media and holding a press conference about it". The citizen felt that this action taken by the department showed that "police have a good side".

An officer was commended for their assistance when to a person who was involved in a traffic accident. The person commented, "I had never been in a car accident before, and your assistance was so greatly appreciated as this was a very traumatic experience for me!! Thank you for taking the time to stay with me during this trying time. Your assistance was absolutely invaluable and I appreciate it so much."

A person commended officers who recently responded to a call for assistance to assist with a trespassing situation in a downtown public building. The person stated, "Their prompt arrival, professionalism, and calm demeanor helped resolve the situation with little disruption to other people using the public area. Thank you and your officers for all that you do every day!"

## October 2015

The Eugene Police Department received 26 commendations from citizens in October, 2015. Below is a sample of those commendations.

A person commended officers for the assistance they provided to him and his spouse during a recent University of Oregon football game. The officers gave him and his wife a ride after they recieved conflicting directions about where to enter Autzen Stadium, and the woman had medical related issues that did not allow her to walk for long distances. The citizen commented, "They placed us in the back seat of their police car and carried us to the proper gate and let us out to our great relief so we could enjoy the game...THANKS TO THE FINE OFFICERS OF THE EUGENE OREGON POLICE DEPARTMENT."

A person commended officers for the efforts made in assisting with on-street camping-related issues. The citizen commented that the officers do "great working with St. Vincent de Paul, to address issues with on-street camping. The person also stated, "Both Sgt.'s have been great to work with, and have shown a dedication to the job."

Officers were commended for their partnership during a recent Fire Safety event. The person commented, "The Eugene Bomb Squad with their robots was a huge hit at both stores. I enjoyed talking with the officers at both locations."

An officer was commended for their assistance in locating a purse that was stolen from them in the downtown area. The person had called the Eugene Police and let them know their purse was stolen and that they were tracking it through an iPhone application. The officer assigned to the incident was able to assist in locating the stolen purse. The person commented, "Last night the Eugene Police went above and beyond for me and I'm so thankful for their help."

An officer was commended after assisting a woman and her boyfriend when they were hit by a drunk driver. The person commented, "He is the best I've ever come in contact with. He was very respectful and nice." The person also stated that the officer "was actually helpful through the whole experience".

An officer was commended for their kindness and assistance in transporting the person from a local store to their residence. The person, who is of an older age, had placed too many items in their backpack, which made it too heavy for them to transport. The officer was notified that the person was struggling with the load and was able to assist. The person commented, "The man, who turned out to be (officer's name), put me in his truck, carried all of the bags..." The person was very appreciative of the officer and everyone in EPD.

A person submitted a Letter of Appreciation for an officer to express their "gratitude" during a recent court trial where the officer's investigation was crucial to the outcome of the event. The person commented, "The investigation you performed at the time of this accident was instrumental in allowing us to prove that (subject's name) was not at fault for this accident, just as you had concluded at the time. Your willingness to testify at trial is very much appreciated. You represented the Eugene Police Department extremely well."

Officers were commended for the way they handled a Disorderly Subject call, which ultimately resulted with the involved being transported to a local hospital. The person expressed how impressed they were with how they calmed the situation and for their professionalism.

A person submitted a 'Thank You' letter commending an officer for the kind and polite interaction that the officer had with their step-granddaughter. The person and their family were on a walk when they observed the EPD motor officers training. The officer was kind enough to come over and speak to the family and let the granddaughter pose for a photo on the officer's motorcycle. The person commented, "Upon returning to her school, we showed the photo to several of her teachers. This turned into a positive "educational" moment for one of the teachers who said she didn't know that police had positive interactions with children."

Officers were commended for their efforts during President Obama's recent visit. The person stated that the event "was a huge undertaking by City of Eugene and airport staff, business partners on the airfield, and community partners." The citizen further commented, "I wanted to take a moment and say thank you to those who contributed to this team effort. The U.S. Air Force, U.S. Secret Service and White House staff greatly appreciated everyone's willingness to do whatever it took to make this operation go smoothly."

An officer was commended for the positive experience a person had during a recent ride-along. The person commented, "I really enjoyed observing the role of police officers response to citizens'

calls. Protect and Serve is definitely (officer's name) calling." The citizen was impressed with the people skills the officer displayed while working with the public and further stated that the officer models their badge "very professional".

An officer was commended by a person after monitoring the grounds at a local school. The person commented, "I was grateful to see the EPD officer standing outside with the children waiting to go to school. My 7th grade daughter and 3rd grade son could not wait to get out of my truck to say "good morning" and "thank you" to him." The citizen further commented, "While I am deeply saddened by what happened yesterday at UCC, and by the fact we live in a world where it is necessary to place police officers outside schools, I am very glad we live in a community that cares so much about our kids."

September 2015

The Eugene Police Department received 32 commendations from citizens in September, 2015. Below is a sample of those commendations.

A citizen submitted a commendation regarding an animal services specialist for the excellent assistance they provided during a reported animal complaint involving a squirrel that was trapped in deer netting located in their neighborhood. The citizen commented, "She was immensely helpful... really great follow-up. She was very kind." A citizen sent in a 'Thank You' card to the Eugene Police Department to show their appreciation for what EPD does for the community. The citizen commented, "You are very much appreciated for all that you do! We know you go above and beyond to make the community a better place."

A detective was commended by a citizen for their caring and compassion that was displayed on different occasions when the citizen had interaction with the detective. The citizen commented, "Thank you for being kind, caring and patient. I will not forget you. You do a good job."

A commendation was received from the Chief of Police in Kennewick, WA, for the "unprecedented diligence and cooperation" that detectives and officers displayed during a recent burglary investigation where the involved suspects had fled to Eugene from Washington. In a combined effort with the involved investigators and officers from two cities assisting in the case, the suspects were arrested and the property was retrieved. The Chief commented, "(Officers' names) personified the definition of what inter-agency cooperation should look like."

A commendation was received by the Chief of Police in Campbell, CA, for the assistance that a detective provided to one of his police employees when that employee's family member took their own life. The chief commented, "(Detective's name) and his team were simply unbelievable... He answered questions the family was having about this tragic incident and also was able to provide the family with a copy of the police report." The Chief further stated, "All of these actions are a testament to the quality of people and leadership in your department."

Officers were commended by a citizen for their professionalism and assistance during a dispute call. The citizen and his family were foreign travelers to the area. Upon their arrival at the hotel, there was a misunderstanding with the reservations that resulted in the incident being elevated,

requiring police assistance. The citizen commented, "As foreign visitors on vacation who got into a difficult situation, I wanted you to know how two of your officers responded by making me and my family feel welcome and protected by their compassion and understanding."

A citizen commended officers on the interaction they had when CAHOOTS and the officers were called to assist, due to his mother experiencing an emotional crisis. The citizen commented that the officers were "really awesome, extremely courteous and professional". The citizen also stated, "Their patience really enabled CAHOOTS to do their job and assist with taking care of my mother."

The Eugene Police Department was commended by a citizen for their assistance in the removal of unauthorized campers located in their neighborhood. The citizen was very appreciative for the department "stepping up and taking action". The citizen stated that the officers "moved them along in a respective way". The citizen understands the concerns of the camping issues within the city and appreciates how the department approaches these situations and how they "balance these social problems that we have while protecting our population".

A citizen submitted a commendation for an officer regarding the professionalism that was displayed during a recent interaction the citizen had with the officer. The citizen was given a warning for speeding, but was very impressed with how they were treated by the officer. The citizen commented that the officer was "not rude or disrespectful" and further described the officer as "very polite, professional, kind and courteous".

An officer was commended by a citizen for their professionalism. During a recent interaction with the citizen, the citizen commented that the officer was "very knowledgeable about what to do and how to handle the situation" that the citizen was being assisted with. The citizen also stated that the officer was a "very helpful officer".

A citizen commended officers for their assistance at a local store that was the location of a reported Criminal Mischief incident. The citizen was very appreciative and gave their thanks to the officers for the way they handled the situation. The citizen commented that the officers "kept the store's best interest in mind".

August 2015

The Eugene Police Department received 24 commendations from citizens in August, 2015. Below is a sample of those commendations.

A citizen commended officers for their professionalism and helpfulness in responding to a vehicle accident on the citizen's property. The citizen commented that the officers "seemed to go beyond 'the call of duty' in aiding us in handling various issues." Officers were commended by a citizen for their excellent work during the recent fire at Civic Stadium. The citizen commented, "I'm told by citizens in the 'Friendly' neighborhood that officers carried out the evacuation order swiftly and effectively. I could see myself that crowd safety measures at the fire scene were well-handled by officers... Please pass along my thanks to your people for a job well done. One would never guess that most of the officers had not previously dealt with an evacuation for a fire of this magnitude."

A citizen commended EPD officers and detectives for their professionalism and compassion displayed in responding and investigating a burglary incident that took place at the citizen's residence. The citizen commented, "All of the interactions that we had with Eugene Police Officers were beyond exemplary." The citizen also stated that the officers were "caring, prompt and very competent".

A citizen sent in a card to show their appreciation on the assistance they received recently from a detective. The citizen was from out of town and traveling to a doctor's appointment they were running late for. The citizen commented, "I was on the verge of being late, which made me very emotional and frantic. (Detective's name) was very kind to assist me to my destination; he went above and beyond to help me. His kindness has not gone unnoticed."

An officer was commended by a citizen for their courtesy and professionalism while interacting with the citizen and his son while they were riding bikes in the downtown area. The citizen stated that the officer "went out of his way" to talk about bicycle safety to the citizen and his son and presented his son with a Slurpee coupon at the end of the conversation. The citizen was very impressed and wanted to give the officer a "pat on the back" for his actions.

A citizen commended a 9-1-1 call-taker that assisted the citizen during a recent respiratory distress incident. During the call, the call-taker reassured the citizen that everything was going to be alright. The citizen commented, "She knew exactly what to do." The citizen also stated that the call-taker was "calm and helpful" and "knew her job". The citizen was very thankful for the interaction they had with the call-taker.

An officer was commended by a citizen for their "thoughtfulness, knowledge and caring concern" when the citizen had made a mistake with the arrival time of their granddaughter at the airport. Due to the citizen's age and distance of their home from the airport, the citizen was not able to drive at night to pick up their granddaughter. The citizen commented, "(Officer's name) not only helped me to arrange a shuttle ride, but gave me his cell phone number to call in an event there was any problem in reaching my granddaughter by phone or email prior to her departure to, or arrival in Eugene."

A citizen commended an officer for the positive experience the citizen had with the officer after the citizen was pulled over by the officer for a traffic infraction. The citizen noted that the officer's "presentation was calming" and left the citizen "feeling aligned" during the traffic stop. The citizen further commented, "I want to acknowledge the hard work you do and ability to enforce the law in a supportive way."

Officers were commended by a citizen for their involvement during a vehicle pursuit and recovery of a stolen pickup belonging to his neighbor. The citizen commented, "We appreciate you and your officers doing their job to keep us safe."

A citizen submitted a letter of commendation for a detective to show their appreciation regarding the detective's efforts pertaining to a Craigslist scam case that involved the citizen's ex-wife. The citizen commented, "He was very helpful in explaining what was going on."



A community service officer was commended by a citizen for their assistance in locating a missing adult that suffered from traumatic brain injury and chronic illness. The citizen commented, "(CSO's name) was calm, friendly, and very professional... Your officer definitely went the extra mile to help us. He is a credit to your fine department."

A citizen commended an officer for their demeanor and professionalism during a recent interaction with the officer. The citizen was cited for a traffic infraction by the officer. Despite receiving a citation for the infraction, the citizen commented, "He was a very nice man, a gentlemen and I really appreciated him dealing with me."

July 2015

The Eugene Police Department received 23 commendations from citizens in July, 2015. Below is a sample of those commendations.

- A Community Service Officer was commended by a citizen for their hard work regarding the fire at Civic Stadium. The citizen was impressed with how the Community Service Officer was extinguishing small fires with buckets of water. This caught the citizen's attention because the citizen knew that any of the burns the officer extinguished had the potential to cause even more damage that would have been much more difficult to control than the fire that destroyed Civic Stadium. The Community Service Officer's efforts helped to control the disaster and keep the community safe.
- A citizen submitted a commendation and 'Thank You' card to an officer for their efforts and assistance in trying to locate the citizen's lost dog. The citizen commented, "I really appreciate the way (officer's name) handled the situation. He was so kind and really did seem to care. I wish there were more people like him!"
- Officers were commended by a citizen for their expertise and skill in the handling of a recent incident. An unfortunate event unfolded downtown and police were called due to a mother administering drugs to herself in the Family Restroom with her young child present. The citizen commented, "The officers responded in a prompt and efficient manner. I certainly appreciated their calm and quiet approach since other children and families were present."
- A citizen commended an officer for their calm and professional handling of an emotional situation involving the citizen and a tenant in their rental property. The citizen commented, "Your wisdom, knowledge and insights into events like this were very helpful in resolving the issue successfully."
- The Mayor of Eugene commended officers for their patrol efforts in the Free Speech Plaza. The Mayor commented, "Thank you for the attention to the Free Speech Plaza. It makes a better experience for everyone."
- A citizen commended an officer that recently assisted with a disoriented elderly man. The man appeared sick and in need of medical attention, but was initially not agreeable to it.

The citizen commented, “(Officer’s name) was helpful and effective at persuading him to get care. (Officer’s name) is consistently helpful in situations involving individuals who are impaired by mental or physical illness or intoxication.”

- Officers were commended for their actions in working with a disorderly subject that began to display symptoms similar to that of a heart-related issue. The citizen was very impressed by the way the officers handled the situation and stated that the officers were "very kind, very courteous". The citizen also commented, "It was really great to see."
- A citizen commended officers for their actions in responding to a reckless driver on Beltline. The citizen was in a fuel truck at the time of the incident and made the call to 9-1-1 when they witnessed the erratic driving take place. Officers had to forcibly stop the vehicle to bring the incident to a close. The citizen commented, "Good job! That's awesome! You guys did what you had to do and nobody got hurt."
- The Eugene Police Department was commended by a citizen through social media. The citizen commented, “EPD has been doing such great work, keep it up! We all (except the bad guys) appreciate it!"
- A citizen commended an officer on their professionalism during a recent hit-and-run incident in the downtown area that was reported by the citizen. When the officer arrived on scene, the driver had fled. The victims involved were very upset and displayed their dismay during the interaction. The citizen commented that the officer was a "true professional officer... He was great." The citizen stated that he was "impressed" and the officer "handled the situation very well".
- An officer was commended by a citizen for their participation in the 2015 Oregon Country Fair DUII Saturation event. The citizen stated that the officer's contribution to the event "helped bolster both the deterrent and enforcement aspects of the event, and helped make the overall effort a success". The citizen commented, "(Officer’s name), actively sought impaired drivers and demonstrated exceptional professionalism, even when confronted with uncooperative suspects."
- A citizen sent a letter of appreciation to commend the professionalism and quality of work displayed by an officer while investigating a burglary at his son's residence. The citizen stated, "As one can imagine my son was devastated to learn that someone had unlawfully entered his residence, stole his wallet and proceeded to go on a shopping spree..." Once the burglary was reported, the officer responded. The citizen commented, "My son related that (officer’s name) was extremely professional and showed him compassion during this very upsetting time for him.” The citizen further commented, "(Officer’s name) actions serve as proof that the men and women of the Eugene Police Department are providing quality service to the community they serve."

June 2015

The Eugene Police Department received 31 commendations from citizens in June, 2015. Below is a sample of those commendations.

- A citizen commended an officer for the “wonderful” encounter they had with the officer. The officer was very interested in learning about mental illness. The officer asked if he encountered the citizen or others with a similar diagnosis, what might make it easier on the person to have a more successful encounter. The citizen had heard so much negative feedback about the police dealing with mental health; the citizen felt it was important to highlight the good that was going on.
- Officers were commended by a citizen for their support of the Oregon Fallen Badge Foundation as it partnered with the Coos County Sheriff's Office for the Celebration of Life Service for one of their fallen officers. The officers provided support as Honor Guard members and motor officers during the detail. The citizen commented, "This service and the care provided would not have been possible without the help of your agency. The donation from the Eugene Police Department is immeasurable." The citizen also commented that the officers "conducted themselves honorably."
- A citizen submitted a 'Thank You' card to an officer commending them on their actions and involvement into theft cases that the citizen had been involved in. The citizen commented, "Thank you so much for your kindness and compassion regarding my case. This has been a very challenging year, but the future is not nearly as bleak. The choices I am now making will prove my commitment to make amends and self-improvement."
- Officers were commended by a citizen for their professionalism and response related to an incident where there was a suspicious subject in the citizen's neighborhood that had eventually tried to make contact with the citizen. The citizen was home alone and very nervous. This incited the citizen to call 9-1-1. The citizen commented that they were "very impressed with their promptness and courtesy." The citizen also stated the officers were "wonderful" as they helped calm the citizen down.
- A citizen submitted a 'Thank You' letter to an officer to show their appreciation for a recent ride-along experience that they had with the officer. The citizen commented, "I greatly appreciate you taking the time out of your busy day to have me along for the ride, I can't thank you enough. It was a very unique experience that has provided me helpful insight into a career in law enforcement, as well as your personal views, descriptions and information of the job being extremely helpful. I had a tremendous time and am immensely thankful to have had the opportunity to ride with such an outstanding officer as you. I hope to meet again."
- An officer was commended by a citizen for their actions during a call for service. The citizen appreciated the time the officer spent taking in the details of what happened. The

citizen commented, "I know you guys have a lot going on and yet still, I felt like you took the matter very seriously. I have never had to call the police in my life and it is reassuring to know that there are officers like you right here in Eugene."

- A citizen submitted a commendation on an officer for the professionalism the officer displayed during a recent interaction the citizen had while reporting a "hit and run" to their vehicle. The citizen stated that the interaction with the officer was an "absolutely incredibly positive experience... great guy!" The citizen also commented that the officer "immediately followed up" and provided "excellent service." The citizen described the officer's demeanor and stated that the officer was "very positive, very professional and very courteous."
- A citizen commended the professionalism of an officer during a recent traffic stop where the citizen received a citation from the officer. The citizen felt stressed and uncomfortable when first pulled over by the officer, but during the interaction, the citizen felt that the officer's professionalism calmed them down. The citizen commented that the officer "did a really good job" and made the situation "stress free."
- An officer was commended by a citizen for their actions during an incident involving a lost dog running down the middle of Coburg Road. The officer escorted the dog and ensured that it was not hit in the heavy traffic. The citizen commented, "I just wanted to say thank you, it was so good to see, and I hope the officer received reinforcements and they were able to catch the pup."
- A citizen commended an officer for their professionalism and thorough investigation during a case involving a stolen vehicle, wherein the citizen was the victim. The citizen commented, "Police officers such as 'officer's name' are a credit to the Eugene Police Department, and to the police profession overall."
- A communications specialist was commended by a citizen for their professionalism and poise while assisting the citizen on a 9-1-1 call that involved a vehicle fire on the citizen's property. During the call, the citizen did not have clear cell phone coverage from where the citizen was located and the call broke up on a few occasions. The citizen commented, "She calmed me down... Thank you." The efforts the call-taker displayed during this incident gave the citizen the confidence that everything was going to be alright.
- A citizen commended officers for their professionalism and assistance in responding to a call on a dispute taking place in their neighborhood. The citizen stated that the officers were "very helpful and fruitful" and "they helped resolve the conflict." Everybody had calmed down and acted respectful to each other due to the officers' presence at the scene. For that, the citizen was very appreciative.

May 2015

The Eugene Police Department received 24 commendation from citizens in May, 2015. Below is a sample of those commendations.

- An officer was commended by a citizen for going above and beyond their expectations in the recovery of their stolen property. The citizen commented, "He treated me like I mattered as a victim. He didn't make it seem like my case was insubstantial... I can't say enough and I truly believe he somehow played a part in the apprehension of at least one of the suspects."
- A citizen commended a detective for his actions, professionalism and caring in dealing with a case involving the citizen's granddaughter. The citizen commented, "He has saved my family's life, he went above and beyond the call of duty to help my granddaughter. He has immense integrity/efficiency." The citizen was very appreciative of how respectful, courteous, helpful and supportive the detective was in dealing with this case.
- The Chief of Police, Post Falls Idaho, submitted a letter of commendation to EPD officers for their "exceptional assistance" that was provided to the Post Falls Police Department's staff during a burglary investigation that ultimately led to the suspect being apprehended. The Post Falls Police Department, Chief of Police, commented, "As our investigation began, your agency offered integral collaboration without hesitation." The Chief also stated, "Your agency surpassed our expectations...Thank you!"
- Officers were commended by a citizen for their effort in educating the public and enforcing distracted driving laws. The citizen commented, "Like you and your officers, they are very concerned about traffic safety on our streets and very much appreciate the effort you are making."
- A City Hall team member commended an officer for their insight related to the review of the latest schematic design plans from an active shooter perspective. The citizen commented, "He was extremely informative and helpful for the group and provided great insight on the design and floorplan. He also did a nice job educating the group on active shooter scenarios and what we should be thinking about with the design... I was quite impressed, as was our team, with 'officer's name' professionalism and courtesy to help out with a critical part of the project..."
- A citizen commended officers for their professionalism and assistance while conducting a welfare check at their home. The citizen was exposed to some chemicals in their home and felt that by the officers checking on their safety, that it more than likely saved the citizen and their service dog's lives. The citizen commented, "They really went the extra mile... these officers were so nice."
- An officer was commended by a citizen for their professionalism in working with a sexual assault patient. The citizen commented, "When I returned to the room after he was

finished interviewing the patient, the patient stated that he was very nice, helped her feel at ease and was very encouraging. 'Officer's name' was very pleasant to work with, professional and a credit to the department."

- A citizen commended an officer that responded to a request for assistance with a student who was making repeated threats of harm to another student. This student's behavior was creating anxiety for many students in the school and the student would not respond to any attempts at intervention. The citizen commented, "I appreciate 'officer's name' professionalism, especially his understanding of why the police had been called in this situation... Thank you 'officer's name' for being another example of the continued solid and productive partnership 'name of school' has with the Eugene Police Department.
- An officer was commended by a citizen for their professionalism and thoughtfulness while assisting the citizen during a report of criminal mischief taking place at their home. The citizen commented that the officer was "really nice...very reasonable and wonderful to work with." The citizen also stated that the officer was very "polite and thoughtful" during their interaction with the officer.
- A Sergeant from the Junction City Police Department commended and gave praise to a Records Specialist for being extremely helpful when assisting JCPD to identify a 91-year-old woman. The Records Specialist was able to search police systems and find the woman's name and provide additional information that JCPD did not have.
- A fire crew commended an officer for their actions in dealing with a young ex-military veteran who was exhibiting signs and symptoms of PTSD. The citizen commented, "'Officer's name' was very professional and calming in his demeanor. He had a very casual and friendly approach toward the individual in question and was able to relate to him on his level. Both were ex-army veterans and were able to communicate and speak the army jargon that allowed for a peaceful and positive resolve. He recognized the potential severity of the situation and was willing to put in the time and effort to make the incident end in a positive manner."
- A citizen commended the officers involved in assisting with illegal camping near the Roosevelt/Danebo area. The citizen commented, "I just wanted to thank the police department for listening and helping with our concerns." The citizen stated that the campers have moved out as a result of the assisting officers' actions.
- Officers were commended for their professionalism and actions in assisting a citizen that was involved in an attempted abduction by a subject. The citizen commented, "Thank you. You were amazing. You made me feel comfortable, and that you cared about me. I really appreciate your help, and hard work."

April 2015

The Eugene Police Department received 22 commendations from citizens in April, 2015. Below is a sample of those commendations.

- A citizen commended an officer for the guidance that the officer gave them in removing two large trees along Seventh Avenue near Blair Blvd. The citizen commented, "Guided by your advice, our advance preparation helped reach a positive outcome with no protests or interference from concerned citizens. Thank you for your time, support and readiness to step in had it been needed."
- An officer was commended by a citizen for the interaction the officer had with their daughter after the citizen's daughter had been mauled by a dog. About three weeks after the citizen's daughter had been hospitalized, the family met with the Animal Control Division to go through their statement and view photographs related to the case. The family did not want their daughter to see any of the photos. The officer took their daughter for a tour around the department to assist in occupying her time. The citizen commented, "Before we left, however, (officer's name) did something that still brings tears to my eyes as a mother. He took his personal flashlight off his belt and he presented it to her as a gift and as a memory of her special visit that day. She has TREASURED that little black flashlight ever since, and keeps it next to her bed every night. She is so proud of it and the experience at the Police Department is the one good memory tied to a miserable chapter of her young life."
- A citizen commended an officer for his sincerity and professionalism that was displayed while assisting the citizen with a Criminal Mischief complaint. The citizen was very appreciative of the officer and the discussion they had concerning the citizen's issue. The citizen commented, "He was very forthright how this whole thing would work and I really appreciated his presence."
- An officer was commended by a citizen for their prompt response when the citizen's car stalled on the on-ramp of River Road and Beltline, putting the citizen's vehicle in a precarious position with traffic entering the freeway. The citizen commented that the officer did a "tremendous job" and kept her and her daughter safe, by preventing a possible accident. The citizen also stated, "I'm amazed at the fast response time."
- A citizen submitted a letter of commendation to an officer for their awareness and advice during a recent traffic accident involving the citizen. The officer identified signs and

symptoms that things were not right with the citizen and advised the citizen to seek medical treatment. These actions potentially saved the citizen's life, as it was determined that the citizen was suffering from a minor stroke. The citizen commented, "I just wanted to say thank you for your fair treatment."

- A citizen commended an officer for their assistance during a traffic accident that involved the citizen. The citizen was in the passing lane on I-105 when the driver in front of him slowed down suddenly. When the citizen applied their brakes it was like black ice and the citizen spun out of control. The citizen commented that the officer did a "fantastic, wonderful job". The citizen appreciated the officer's "demeanor" and "approach" during the entire interaction with the officer.
- A citizen called to commend officers for their assistance and response time in dealing with illegal camping issues over the last couple of months at Skinner Butte Park. The citizen stated that "response has been really fast." Once the call has been made to dispatch, the campers have been dispersed by the following day.
- Officers were commended by a citizen for their professionalism and thoroughness in ensuring the citizen's daughter and friend's well-being were alright when it was reported that an unfamiliar subject was walking around the apartment complex in a strange manner. The citizen stated that the officers searched the apartment and "checked every room." The citizen also commented that they "greatly appreciated the extra steps" the officers took to ensure the safety of their daughter and her friend.
- A detective was commended by a citizen for their efforts in handling a case involving a possible stolen vehicle. The citizen stated that the detective "was extremely professional and handled this case with 100 percent expertise."
- A citizen commended an officer that assisted a motorist with a disabled vehicle. The officer helped push the disabled vehicle after using his vehicle lights to make sure that traffic was aware of the situation and keeping clear. The citizen commented, "It's a little thing that probably happens all the time, but this is the first time I've seen it happen in Eugene and I noticed. Though I wasn't the one being assisted, I just wanted to say thanks. Everyone wants to feel like the police are there to help and this one little thing shows people that EPD is."



- A citizen commended officers that assisted in a car wreck that the citizen and her grandmother were involved in. The citizen commented that officers were “very helpful and understanding” when dealing with the citizen’s elderly grandmother who suffers from Parkinson’s disease.
- An officer was commended by a citizen for their actions and support during a recent bank robbery. The citizen commented, “Your whole group was great, but I will never forget how I was treated by (officer’s name). My husband would like to shake his hand someday for the way he was with me.” The citizen also stated, “I wanted to thank the Eugene Police Department and (officer’s name) for making a bad day a little better.
- A Fire Chief from a neighboring city commended 9-1-1 call takers for the job they did during a fire that the Fire Chief’s team responded to. The Fire Chief commented, “It is my belief their poise, calm and professionalism in the face of a hectic situation for the District directly contributed to the successful outcome.” The Fire Chief also stated the call takers “immediately and decisively initiated the action, and handled the numerous resource requests and radio traffic extremely well”.

## March 2015

The Eugene Police Department received 37 commendations from citizens in March, 2015. Below is a sample of those commendations.

- A citizen called a Eugene Police Department supervisor to praise officers regarding an incident involving a recovered stolen vehicle. The citizen stated that the officers were "professional" and "exceptional."
- A citizen commended an officer that showed up to his father’s home on the morning his father passed away. The citizen commented, “Please pass on my sincere thanks to the officer who showed up that morning. He showed real compassion and patience in his demeanor, and that was really appreciated.”
- The Albany Police Department, Chief of Police, submitted a letter of appreciation to an officer, for their assistance in identifying a suspect known to have been linked to numerous business burglaries in Linn, Benton and Lane Counties. This identification enhanced Albany Police Department's effectiveness in solving the case. The Albany Police Department, Chief of Police, commented, "We extend our most sincere

appreciation for (officer's name) assistance in this case and ask that you convey that to him!"

- A citizen contacted the Auditor's office to commend an officer for their professionalism when dealing with the officer during a recent call to their home. The citizen was very impressed with the interaction they had with the officer and stated it was the "most professional thing I have ever been through in my entire life!" The citizen also commented, "This officer was so well trained."
- An officer was commended by a citizen for their professionalism and courtesy during recent interactions with the officer. The citizen was recently cited for a traffic violation and appeared in municipal court, accordingly. The citizen stated that on both of his interactions with the officer, the officer was "very polite, courteous". He also commented that the officer was a "pretty nice guy".
- The Chief of Police for the Springfield Police Department submitted a letter to commend officers for their efforts and assistance that was provided to Springfield Police during a major crash incident. The Chief commented, "Their assistance has been invaluable and enhanced our ability to focus our resources on other aspects of the investigation... During times of crisis and trauma, Springfield Police Department appreciates knowing we can count on the Eugene Police Department for assistance and support."
- An Animal Welfare Officer was commended by a citizen for their assistance on a complaint that involved their Labrador's barking. The citizen commented, "I am sure you probably don't receive many thank you notes, but I appreciated your kindness."
- A citizen called the auditor's office to commend officers for their sensitivity during an arrest of a woman that had a small child with her at the time of the incident. The citizen stated, "It moved me to tears how sweet the officers were with the child." During the incident, the officers let the child say goodbye to the mother. The citizen commented that it was "sort of heart wrenching" and made the citizen "realize how hard their job is." The citizen also commented, "Thank you for being sensitive with that child and handling it so well."
- A citizen submitted a commendation to the Eugene Police Department via Facebook by writing, "Kudos to the Eugene Police Department for the help with the little old lady who was facing the wrong way on the 105 this afternoon. Your quick response most likely saved lives. Thank you on behalf of the Little Old Lady and unknown people who could have hit her."
- A Communications Specialist was commended by a citizen that expressed their thanks and gratitude for the assistance the call-taker provided while monitoring the non-emergency line. The citizen had called in to report illegal camping that was taking place at Skinner Butte Park. The following day, the tents had been removed. The citizen was very impressed with the response time.

- A citizen commended officers for their professionalism and tactfulness during an arrest of a subject at a local park due to park rules violations. During the arrest, the subject became uncooperative and verbally hostile. The citizen commented that the officers "did a really good job." The citizen stated that the officers "showed a lot of restraint," especially with the level of resistance from the subject.
- A citizen submitted a commendation to the Eugene Police Department and commented, "To all involved with the condemning of (location address) last Thursday, we wanted to thank you all so much for making this happen. We can all breathe a little easier and sleep more peacefully knowing the constant drug trafficking will come to an end. We appreciate your concern and due diligence to make the once quiet neighborhood a safer one."
- Officers were commended by a citizen when they had responded to a call for assistance with a student who had become physically aggressive and was engaging in purposeful property destruction. The officers took control of the situation with their presence and firm direction. The citizen stated that the officers were "professional in their work and offered perspective regarding accessing police support." The citizen also commented that they "appreciated both officers and the Eugene Police Department's continued solid and positive partnership towards educating youth socially and behaviorally, youth who struggle with more challenges than many."
- A citizen sent a thank-you card to commend officers for their professionalism and assistance during a recent traffic accident the citizen was involved in. The citizen commented, "Thank you so much for the care and concern you expressed when I had my accident...It's been a trying experience, but I'm getting better. Thank you for helping me through it."

February 2015

The Eugene Police Department received 25 commendations from citizens in January, 2015. Below is a sample of those commendations.

- A citizen wrote a letter to commend an officer for their compassion, courtesy and caring that they displayed during a 9-1-1 call involving their son's threatened suicide. The citizen commented, "What 'officer's name' did in the next half hour or so was, to us, a miraculous job of talking with our son, patiently, listening to him..." The citizen also stated, "the compassion and patience of 'officer's name' defused our son, calmed him."
- A citizen commended two employees for their work and production on EPD's Public Service Announcements. The citizen commented, "I think those are fantastic!"

- An officer was commended for the professionalism they displayed during a recent call for service on a dispute that a citizen was involved in. The citizen was very appreciative of the officer and the time the officer took to listen and follow through to ensure everything was under control. The citizen commented, "He was exceptional...very good with people...very helpful."
- A citizen wrote a letter commending a Communications Specialist for their support and assistance during a 9-1-1 call involving the citizen's grandfather that was in cardiac arrest. The citizen commented, "The man that answered my call was calm, polite and very kind. He walked me through giving my Grandpa CPR and patiently stayed on the phone counting right along with me. He was so helpful and it meant so much to me that he would stay on the phone, encourage me and tell me I was doing a good job."
- An officer was commended for their actions during a call involving a subject that had committed suicide. The citizen stated that the officer was "considerate and compassionate" and "went above and beyond" during the course of the investigation. In the area of the home where the suicide took place, the officer rolled up the carpet, cleaned the floor, and spoke with the spouse to ensure her well-being was okay. The citizen felt that with the limited time that officers have, this was very kind of the officer in taking the extra effort displayed on that day.
- Officers were commended for the recent ALICE Training provided to a local high school. The staff at the high school thanked the Eugene Police Department for the training they received. The Principal of the school commented, "Our staff experienced a significant paradigm shift on what we should do if we have an armed intruder in our school. They now feel empowered to keep our kids and themselves safe, and truly enjoyed the training."
- A citizen commended an officer for their "professional and caring demeanor" during a recent vehicle/pedestrian crash that the citizen was involved in. The citizen explained that the officer was "quick to the scene and conducted a thorough and careful investigation". The citizen was very grateful for the officer's help through a stressful situation. The citizen commented that the officer "held up the hero status" for both he and his daughter during the event.
- An officer was commended for their alertness and guidance during a recent traffic stop that led to determining a medical condition that existed with a citizen. The citizen was pulled over by the officer for running stop signs and red lights. During the officer's interaction with the citizen, it was determined that citizen wasn't feeling well and something may be wrong. At that point, the officer recommended that the citizen and their spouse go directly to a hospital to receive treatment. It was discovered there that the citizen was suffering from a stroke. If it wouldn't have been discovered at that point, the citizen's health could have been a lot worse, as doctors were able to reverse the side effects. The citizen stated that the officer was "very efficient" and did a "phenomenal job and probably saved my life".

January 2015

The Eugene Police Department received 40 commendations from citizens in January, 2015. Below is a sample of those commendations.

- A citizen commended officers for their assistance when the person was alone for the evening and heard loud, strange noises in their home. The citizen called 911 and three officers responded within minutes and searched the premises of the home. The officers were "thorough, courteous, and reassuring" as one officer followed the citizen from room to room making sure the home was safe. The citizen stated that the officers are a "positive presence in our community."
- An officer was commended for their stellar performance while assigned to the Airport. The citizen commented that the officer, "serves as a regular member of the airport detail and the positive influence he has had on our operation is significant." The citizen also stated the officer, "wears the Eugene Police Department uniform with pride and dignity; embodying the essence of public servitude."
- A citizen commended officers for their display of courtesy and professionalism during a recent Motor Vehicle Accident that the citizen was involved in, when their vehicle became high-centered on the median and could have become a danger to the citizen and traffic in the area. The citizen acknowledged that the accident was "poor judgment" on their part and that the officers made them feel "protected" during the incident and had suggested options to help guide the citizen. The citizen stated they were "really grateful" for the officers and how they helped them feel "comfortable in an awkward situation."
- A citizen commended a Eugene Police Department employee for their leadership in coordinating and monitoring the Vacation Check Service Program. The citizen expressed their gratitude and appreciation with the program, which they had used during the winter break. The citizen commented, "We were impressed with the user-friendly nature of the on-line application, and also appreciated the helpful suggestions to make our house look lived-in." The citizen also stated, "The selfless service of the Senior Patrol Team, and the outstanding professionalism of the Eugene Police Department, is a distinct credit to the City of Eugene!"
- After a recent incident, a citizen had called back to 9-1-1 to thank EPD for their timely response to check on their mother. The citizen was very happy with the service and wanted to make sure everyone knew how much they appreciated EPD's hard work.
- An officer was commended for his "professionalism and excellent work" in solving a check fraud case. The citizen commented that the officer "diligently and persistently investigated the case and was able to successfully charge the subject..." The citizen also stated, "I appreciated 'officer's name' keeping me apprised of the status of the

investigation and the successful resolution...’officer’s name’ is a credit to the Eugene Police Department."

- A citizen sent a Thank You card to the Eugene Police Department. In the card, the citizen stated, "I want to deeply THANK YOU SO MUCH for ALL you do each and every day. You are the best and I support you 100 percent"
- A citizen sent a Thank You card for the actions of an officer during a recent event at a local high school involving an armed subject. The citizen commented that the officer was "amazing and acted professionally." The citizen also thanked the officer for being "so courageous."
- An officer was commended by a local Boy Scout organization for the tour of the police facility they had received. The citizen commented that the officer was "very patient with the kids, very informative, and really helped the kids know all that a police officer does to protect and care for our community."
- An officer was commended for their professionalism and the compassion they showed in assisting a citizen who was the victim of a Robbery. The citizen stated that the officer was "extra kind and considerate" in understanding and listening to the events that led to their unfortunate circumstances. The citizen felt that the officer heard what they were saying and was a "nice policeman."
- A citizen commended an officer and a department employee for speaking to their classes. The citizen stated that the students "really enjoyed" the discussion and the stories provided were "very interesting and very valuable life lessons" for the students. The citizen also stated, "They also learn about another completely different kind of business world they would probably never get to know about if it wasn't for you two!!"
- A citizen commended a 9-1-1 Communications Specialist for their calm and reassurance during a stressful moment when the citizen had to perform CPR on their spouse. The citizen's spouse did survive, but felt that it may have not been possible without the coaching and support provided to help guide them. The citizen was very thankful and appreciative of the call-taker's assistance.
- A citizen's spouse recently slipped out of bed and required emergency assistance from EMT. The citizen commented that when they called 9-1-1, the call-taker "asked all the right questions, sounded cheerful and encouraged me to call back if things deteriorated before the EMT's got there...We are so lucky to have such good people working for us."
- A citizen sent a card to EPD thanking officers for "putting your lives on the line for me, and all citizens in Eugene/Springfield area."